



May 14, 2004

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this paper or fee is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

5-14-04
(Date of Deposit)

Suzanne Gibbs
Printed or Typed Name of the Person Signing the Certificate

Suzanne Gibbs
Signature

Re:	Assignee:	Walker Information
	Inventors:	SHOEMAKER et al.
	Invention:	CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD
	Serial No.:	09/896,960
	Filed:	June 29, 2001
	Our File No.:	P00494-US-1 (11049.0013)

OFFICE OF INITIAL PATENT EXAMINATION - STATUS INQUIRY

Dear Sir/Madam:

We filed this patent application via Express Mail on June 28, 2001 and subsequently received the filing receipt mailed on August 23, 2001. On June 22, 2002, we submitted our Petition under 37 C.F.R. § 1.78(a)(6) to Accept an Unintentionally Delayed Benefit Claim. On August 15, 2002, the Decision Granting our Petition was mailed, advising the projected publication date was November 21, 2002. On June 19, 2003 a Notice of New or revised Projected Publication date was mailed. The patent application was subsequently published on

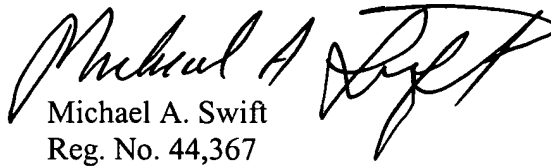
May 14, 2004

September 4, 2003. Because we have not yet received any further communications from you, such as an Office Action, we ask your assistance in verifying the status of this application.

Should there be any questions regarding this matter, please contact the undersigned at (317) 236-2449.

Respectfully submitted,

ICE MILLER



Michael A. Swift
Reg. No. 44,367

MAS/ckm

cc: Mark Winzenread